



North East London and the City

Mapping of Health Services in the City of London

Final Report to City and Hackney CCG

September 2012



Background

City and Hackney Pathfinder Clinical Commissioning Group (CCG), in partnership with City of London Corporation, have agreed to jointly undertake a project to determine access to healthcare services for City of London Residents. This will provide the foundation to develop a City of London commissioning Strategy Plan for 2013-14.

The report outlines the findings of the project and sets out recommendations for 2013-14.

Objectives of Project and Progress to Date

<u>Objective</u>	<u>Tasks</u>	<u>Progress Made to date</u>
1. To identify the GP Registration of City Residents	1.1 Request and obtain HII Report	Complete
2. Work with the 2 Practices where the bulk of City residents are registered (i.e. The Neaman Practice, City of London and The Spitafields Practice, Tower hamlets) to map where their patients (adults and children) currently receive: Community Health Services, Mental health Services, Public Health Services, Diagnostics and Direct Access Services	2.1 introduce project to the practices	Complete
	2.2 Complete Qualitative Mapping with practices	Complete
	2.3 Complete Quantitative Mapping	Complete
3. To understand from the 2 practices any concerns they may have about these services. This may include for instance, issues around access, location, discharge processes, referral pathways, coordination between services etc.	3.1 Meet with practices and identify main issues	Complete
	3.2 Through mapping exercise under objective 2 identify any other areas of concern	Complete
4. To work with NHS East London and the City Commissioning Support Services (CSS) to understand the commissioning arrangements in place for these services; this will identify: The provider, Length and Type of Contractual agreement in place, whether the service is commissioned based on GP registration or place of residence and if correlates with the experience of the 2 practices on the ground, Where possible, a breakdown of the number of City residents using the service, or at least an indication of the extent to which they are being used by this client group	4.1 Identify contracts to be included for purpose of this exercise	Complete
	4.2 CHS Contract Review	Complete
	4.3 Mental Health Contract Review	Complete
	4.4 Public Health Contract Review	Complete
	4.5 Direct Access Contract Review	Complete
5. To gather intelligence from the 2 practices about how to improve access to healthcare services and integrated care provision for City Residents.	5.1 Establish clear set of issues through objective 3 and 4.	
	5.2 Seek intelligence from practices on how to improve issues	Complete

Initial Project Scoping

In order to better understand the context of the issues being addressed by this project the first step taken was to meet with the Spitafields Practice in Tower Hamlets and the Neaman Practice in the City to establish the existing issues for their City Resident patients. Further to this City of London Public Health were also consulted to better understand the Corporation's perspective of the issue.

From these initial conversations it became apparent that there were three clear themes:

- Accessing services across borders and managing these arrangements operationally (e.g District Nursing for Tower Hamlets registered patients)
- A need for local services to the city (Local Direct Access Diagnostics, Diabetic Retinal Screening)
- A need for overall clarity on which services can be used and when



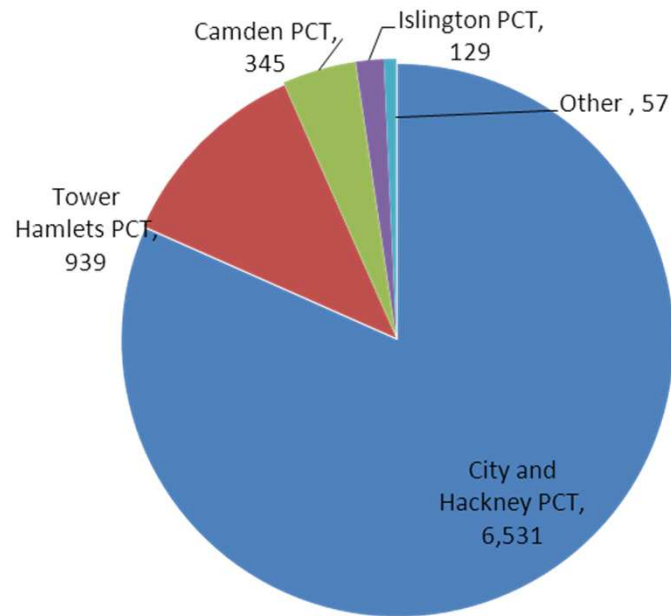
These issues are covered in more detail in slide 13

It was also noted that the different practices had distinct health needs, with residents registered at the Spitafields Practice being more aligned with Tower Hamlets residents rather than the City.

It is in the context of the issues above that this project has been approached

Obj. 1 GP Registration of City Residents

GP Registration by PCT



Practices with largest number of City Residents

Practice	Count of City Residents
THE NEAMAN PRACTICE	6512
THE SPITALFIELDS PRACTICE	597
ST PHILIPS MEDICAL CENTRE	206
CITY WELLBEING PRACTICE	156
WHITECHAPEL HEALTH PRACTICE	88
CLERKENWELL MEDICAL PRACTICE	80
GRAY'S INN ROAD MEDICAL CENTRE	66
ST. KATHERINE'S DOCK PRACTICE	45
Other	251
Total	8001

The majority of City Residents (89%) are registered at these two practices

Camden PCT

The table above shows that the majority of City Residents are registered with the Neaman Practice in the City of London (81%), with the second largest registration being at the Spitafields Practice in Tower Hamlets (9%). Overall 18% of residents are registered outside of City and Hackney PCT, the majority of which are registered with Tower Hamlets GPs (12%). Whilst the Practice with the third largest City Resident Registration is in Camden overall only 4% of City Residents are Registered with a GP in Camden PCT.

Obj 2. Mapping - Methodology

Our preference for the mapping exercise was to use quantitative data from practices/providers. To facilitate this data requests were made to the main CHS and Mental Health providers. Initial conversations with some of the providers have suggested the availability of this data is limited and so we have asked practices to self report where their patients use services.

Practices were asked to comment on an extensive list of services expressing the extent to which their City Resident registered population are going. Where possible this has been broken down to a service line level to allow for a comprehensive response. For each of these service lines Practices were asked to comment on whether their City Residents are using/have access to these services, what alternative services they may be using instead and any issues they currently experience with these services so as to help support development of objective 3.

For the Neaman Practice the questionnaire was completed by the lead GP, whereas for the Spitafields Practice questionnaires were completed by members of the Nursing team.

Obj 2. Mapping – Results CHS

Results from the Neaman Practice:

- The practice uses Homerton CHS as their main community provider with patients using the full range of services offered in the HUH CHS contract.
- The practice also uses Barts Health community provider for some services; of the 35 service lines identified in the contract the practice noted use of 10
- A number of other services are provided by voluntary sector providers including: St Joseph's Hospice (palliative care and bereavement services) , AgeUK Hackney (Agewell service), Mobile Repair (falls Prevention) and Hackney Carers Centre.

Results from Spitafields Practice:

- The practice noted that city residents were able to use the full range of services at both Homerton CHS and Barts Health CHS.
- As with the Neaman practice the Spitafields practice noted use of voluntary sector and out of sector NHS providers. The practice noted use of St Joseph's Hospice, Prosthetics Services at both NELFT and St Georges, Richard House (Specialist Palliative Care for Children), Hackney Resource Centre, Disability Resource Centre, Hillingdon Environmental Control, AgeUK Hackney (Agewell service) and Mobile Repair (falls Prevention).

The response received to the mapping questionnaire conflicted with the issues raised by GP lead regarding access to CHS services. The practice were asked to validate this information, however a response was not received in time for inclusion in this report.

Obj 2. Mapping – Results CHS

Supporting Data from providers:

Homerton CHS

HUH provided us with details of the number of city resident seen for the services below (2011-12):

High Data completeness*:

Service	No. Patients
Adult Community Rehabilitation Team	48
Audiology	14
Community Paediatrics	3
Dermatology	2
Dietetics	18
Locomotor	200
Occupational Therapy	0
Primary Care Psychology	45
Urgent Care	3
Total	333

Low data completeness*:

Service	No. Patients
Adult Community Nursing	82
Children's Occupational Therapy	2
Children's Physiotherapy	2
CHYPS Plus	1
Community Children's Nursing	2
Disability CAMHS	1
First Steps	2
Foot Health	159
Health Visiting	7
LEAP	0
Looked After Children	1
Newborn Hearing Screening	0
School Nursing	2
Sickle Cell and Thalassaemia	0
Speech and Language Therapy	6
Total	267

*Data Completeness

Whilst the Homerton and Barts Health have well established information reporting systems for acute activity, these systems are less established for CHS where up until recently paper based systems have been used. This is an area of development for both providers who are seeking to improve data quality.

Other CHS Providers:

Of those providers that responded to the request for data 3 advised that no City residents were seen in 2011-12 but however the service was available to them.

Stroke Project advised that in 2011-12 a number of events were held for City Residents including 5 outreach sessions of NHS Health Checks and Health MOTs and a stall at Spitafields Market on World Stroke Day.

The provider also sits on the City Advice, Information and Advocacy Forum that is working on a Strategy for the provision of AIA services to City residents and employees

Barts Health CHS

Barts Health provided us with the number of contacts by service in 2011-12. The provider stressed there were several quality issues with the data. On this basis, the numbers in the tables to the right may better serve as indications of where which services City of London Residents are accessing rather than how many.

Low data completeness*:

Service	No. Contacts	Service	No. Contacts
0-19 Children's Services	566	Occupational Therapy	34
Cardio-Vascular Nursing	55	Older People and Rehabilitation Services	489
CASH - Contraception and Sexual Health	587	Palliative Care	17
Child Health	82	Physiotherapy	189
Childrens OT	2	Primary Care Psychology	769
Clinical Assessment Service (CAS)	279	Pulmonary Rehabilitation	350
District Nursing	82	Specialist Children's Services	18
Foothealth	7		

Obj 2. Mapping – Results Mental Health

NHS Services

Responses to Mental Health mapping exercise were similar from the two practices, with ELFT noted as the main provider. The Spitafields Practice noted use/access to the full list of services provided by ELFT (with use of the Tower Hamlets CMHT teams), the Neaman practice noted use of the majority of ELFT services (with use of the C&H CMHT teams), however were unsure of access to some services. The practice noted that this may be due to lack of use/understanding of services rather than lack of access. Both practices noted access to commissioned services at the Tavistock and Portman.

Other Mental Health providers

Practices were also asked to comment on a number of other mental health services commissioned by City and Hackney. Of the list of 27 other providers identified, the Neaman Practice noted used of 8, whilst the Spitafields practice noted use/access to 22. Comments from the Neaman practice indicated that a number of the services were not used because they were not needed by the patient cohort registered with the practice. Whilst some were noted as not used because the practice were unaware of the services provided.

The Neaman practice also commented that a number of additional services were offered to their patients including an in house psychotherapist and access to Inner City Centre for Psychotherapy.

Provider Data

Whilst ELFT has been identified as the main provider for the Mental Health Services we were unfortunately unable to obtain data to support understanding of the number of residents accessing the variety of services offered by this provider. There are on-going discussions between CSS and ELFT to improve the data quality of the providers returns with this being regularly discussed a contract meetings.

We also asked other mental health providers how many city residents they had seen in 2011-12. For the majority of these services we were advised that very low to no city residents had been seen, with the exception of the following 3 services which all reported having seen 27 City residents in 2011-12 (Off Centre, City and Hackney Mind, FWA Well Family).

Obj 2. Mapping – Results Public Health

For the Public health mapping exercise the Neaman Practice was presented with a list of C&H services whilst the Spitafields Practices were presented with a longer list which included the main TH services.

Results from the Neaman Practice

Of the 80 services identified the Neaman Practice noted use of 37, the majority of which were services provided by Primary Care (GP practices and pharmacy). For the remaining services the practice either felt these were not relevant to their city residents or were unaware of the services.

Results from the Spitafields Practice

Of the 106 services identified the Spitafields Practice noted use of 74, whilst there was a similar high positive response rate for services provided by Primary Care the Spitafields Practice responded positively to far more services, suggesting use/awareness of use of more Public Health Services.

The table to the left maps out the responses of the practices.

*** Please see comments section on following page for reflections on practice responses and provider data**

Clinical Area	Spitafields Practice		Neaman Practice	
	Available to City Residents	Total Services	Available to City Residents	Total Services
Nutrition, Obesity and Physical Activity	10	19	1	5
Drug Misuse	4	4	3	4
Alcohol	3	4	2	4
Tobacco	10	10	2	4
Prevention & Early Presentation	3	5	2	5
Non Cancer Screening	4	4	2	4
Immunisation	7	8	7	9
Child Health	1	1	1	1
Health Checks	1	2	1	2
Health Improvement	3	3	1	3
Surveillance & Infection Control	4	4	1	4
HIV	6	18	3	18
Sexual Health	7	10	5	8
Cancer Screening	9	11	6	9
Mental health promotion	0	1		
Oral Health promotion	1	1		
Healthy Lives (schools)	1	1		
Total	74	106	37	80

Obj 2. Mapping – Results Public Health

Data from Providers

Providers identified in the City and Hackney Contract Review were asked to provide an indication of the number of City Residents using their services. As per the comment box below we were only able to obtain activity numbers for a limited number of services due to a variety of reasons, including; service was not activity based or the service was not needed by City of London Residents. Where services were covered in the CHS or Mental Health Review they were excluded from Public Health Review.

Clinical Area	Public Health Programme	Organisation	Activity
Nutrition, Obesity and Physical Activity	Healthy lifestyles	Core Fitness Club	<5
	City Fair Start	Toynbee Hall	>100
	Health Trainers	Shoreditch Trust	45
	Practice Based Exercise on Referral - healthwatch	GLL	91
Tobacco	Specialist provision	Queen Mary University	23
Cancer Screening	Bowel Cancer screening centre	Homerton University Hospital	47% (2011 data) Neaman Practice Only
	Cervical call / recall	Shared Business Services	62% (at end March 2012) Neaman Practice Only
	Cervical call / recall	Shared Business Services	62% (at end March 2012) Neaman Practice Only

Clinical Area	Public Health Programme	Organisation	Activity
Sexual Health	TOPs	Homerton	5
	GUM	Homerton	28
	HIV Support	Positive East	7
Health Improvement	Health Information and Advice Consortium (HIAC)	Social Action for Health	169 (40 patients)

* Comments on Practice and Provider Mapping

Public Health contract managers noted that a number of these services are not services that would be easily mapped through this method as they may be communication campaigns, or health promotion services that work with client groups rather than individual patients referred by the GP. Further to this whilst the list of contracts for City & Hackney is presumed to be comprehensive, the list used for the Tower Hamlets was advised to be less so.

Obj 2. Mapping – Results Diagnostic Direct Access

For the Diagnostic Mapping Exercise Practices were presented with a list of diagnostic services and providers, and asked to comment on where their patients were accessing these services. Both practices highlighted Barts Health as a key provider followed by InHealth and UCLH. The Spitafields practice noted use of a variety of providers for direct access, however standard data returns for Tower Hamlets and City and Hackney for 2011-12 suggest use at other providers would be very low. Practices noted that there was limited choice of local providers for Direct Access MRI Scans. The Neaman Practice advised they were only able to refer to InHealth (independent sector provider) as other local providers did not provide this service. This was echoed by the response of the Spitafields practice who advised MRIs were only available at Consultant led appointments.

Practice Mapping

	Neaman Practice				Spitafields Practice			
	InHealth	Barts Health	UCLH	Home ton	InHealth	Barts Health	UCLH	Full list of providers including: HUH, Whittington, Barking and Dagenham, Royal Free, Imperial, Newham, North Middlesex, NWLH
Direct Access/Diagnostic Test								
24 Hour BP Monitoring	y	n	y	y	y	y	y	y
24 Hour ECG	y	n	y	y	y	y	y	y
Colonoscopy	n	y	y	y	y	y	y	y
Conventional x-ray imaging (Plain Film) two or three areas	u	y	y	y	y	y	y	y
Dexa scans	y	y	y	u	u	u	u	u
ECG	u	n	y	u	y	y	y	y
Flexible Sigmoidoscopy	n	y	y	y	y	y	y	y
Full Transthoracic Echocardiogram	y	y	y	y	y	y	y	y
MRI	y	n	n	n	n	n	n	n
Ultrasound scan	y	y	y	y	y	y	y	y

Key: y – yes n – no u - unknown

Provider activity

Service	HUH	BLT	InHealth
Radiology	18	975	*60
Cardiac Tests	3		0
Pathology	6	6585	0

The table above outlines the direct access diagnostic activity for city residents reported by the main providers. Activity numbers were collected for Q1 2012-13 and projected to a full year value. Numbers above are for activity rather than patients, number of patients are likely to be substantially lower as patients are often referred for multiple tests. From the practice mapping exercise and conversations with practices we are aware that UCLH is also a significant provider, however they do not currently report direct access activity. This has been raised with the provider who are investigating why this is the case.

* Radiology at InHealth relates almost entirely to MRI Scans referred by the Neaman Practice.

Obj 3. Practice Concerns

At the initial scoping meeting with practices a number of issues were raised. For the Spitafields Practice there were issues relating to the cross border residency of their City patients, whilst for the Neaman Practice issues centred around having access to local services. For both practices there was a desire to have local and relevant services and clarity surrounding which services could be used and how to access them.

Key issues

- **Adult Community Nursing (Spitafields Practice)** – all Tower Hamlets Residents are seen by the Barts Health CHS Service, however City Residents are seen by the Homerton CHS service. Operationally this has not always worked well with a lack of clear communication channels set up between the provider and the practice. The practice have raised this with the HUH Lead Nurse for the City, who will be meeting with the Practice to improve communication.
- **Community Mental Health** – The Neaman Practice noted issues with the join up between the NHS Community Mental Health Service and the City aligned Social Workers. It was discussed that the arrangement for the City (with City specific social workers) did not work as well as did in Hackney where there was a more integrated service.
- **Maternity Pathway for City Residents** – City of London Public Health and the Neaman Practice raised concerns surrounding maternity pathways stemming from the fact that no births take place within the City of London. The Neaman practice noted that the majority of their patients elect to go to UCLH for their maternity care, but there however is no established pathway to support midwifery in the community for City Residents. The City of London Public Health supported this request for an improved pathway so as they could ensure health and social care needs of City children were met.
- **Direct Access – Diabetic Retinal Screening (both practices)** – both practices expressed a desire to have a local Diabetic Retinal Screening Service as the Service provided at the Homerton and Mile End were considered too far away. This was a particular concern for the Spitafields Practice where the City Residents are predominantly from the Bangladeshi community who have difficulties accessing services out of area due to language barriers. The Neaman Practice also advised of problems referring to Barts and the London for Direct Access MRI.
- **Homerton First Response Team** –The Neaman Practice expressed difficulties referring to this service
- **Public Health Messages** – The Spitafields practice raised concerns that their patients that were resident in the City were not delivered the same consistent Public Health communications that their Tower Hamlets counterparts were receiving.
- **More generally there is a need for overall Clarity** on which provider is meant to be providing which services and who to contact when things go wrong

Obj 4. Contract Review - CHS

Methodology

In order to facilitate the contract review it was first necessary to identify clearly which contracts are to be included in the Review. A service by service review was completed for Homerton CHS and Barts Health CHS. A review was also carried out of the CHS services carried out by other providers.

CHS

For Community Health Services there are two main NHS Providers which cover city residents registered at the Neaman Practice and the Spitafields Practice these are The Bart's Health Community Service and the Homerton University Hospital Community Service. Both of these contracts fall under the National Standard Contract, with the BLT CHS Contract agreed until March 2015, and the Homerton CHS Contract until March 2014. The smaller non NHS CHS contracts are all agreed with the Standard NHS Contract for a duration of 1 year (March 2013).

Summary of CHS Review of Access Criteria

Review of accessibility for City Residents

	No. Services	Available to all City Residents	Only Available to City Residents with C&H GP/or no GP	Only Available to City Residents with TH GP	Not available to City Residents
HUH C&F	22	22	0	0	0
HUH Adult	10	2	8	0	0
BLT C&F	9	1	0	4	3
BLT Adult	26	3	0	12	11
Total	67	28	8	16	14

Criteria for access to services in schools is excluded from this table

A review was also carried out of the smaller Non NHS community contracts commissioned by City and Hackney, which identified that all City Residents are eligible for access to all services, with the exception of the St Josephs Hospice Bereavement service which was only available to patients registered with a City and Hackney GP.

Obj 4. Contract Review CHS continued...

Findings from the CHS Contract Review

- All Child City Residents regardless of registration are covered by the HUH Service – this means that all City Children should be able to access the comprehensive CHS service provided by the Homerton.
- Contractual arrangements for the delivery of children’s health services in schools is more complex with some City schools not eligible to receive services as some services cover Learning Trust Schools only.
- There are 11 BLT Adult CHS services that are not available to City Residents which suggests there may be issues for Tower Hamlets Registered patients who live in the City and wish to access these services.
- A cross comparison of the access criteria for these services in the HUH CHS contract demonstrates that:
 - for 2 of these services (Adult Community Nursing and Specialist Palliative Care) TH registered City residents are covered by the HUH Contract.
 - For 4 of these services (Foot Health, Audiology, Community Rehab and Psychology Services) the review suggests this patient cohort would not be covered by the HUH Contract.
 - For the remainder of services there was no clear comparator in the HUH CHS contract to identify whether the service was available.

Obj 4. Contract Review – Mental Health

Methodology

As with the CHS review contracts for inclusion in the Contract Review were first identified. A service by service review was carried out for the main mental health provider for Tower Hamlets and City and Hackney *East London NHS Foundation Trust*. High level reviews of access criteria were also carried out for the smaller third sector mental health contracts. Findings of which are detailed below.

ELFT Findings

A review of the ELFT contract identified that the majority of ELFT services are commissioned for all ELC PCTs and therefore cover City Residents registered with both a Tower Hamlets GP and those registered with a City & Hackney GP. There were a small number of services which were commissioned for specific PCTs however it was advised that this was due to the commissioning needs in the specific area.

Summary of ELFT contract review results:

	Total Service Lines (repetitions excluded)	Available to C&H and TH PCTs	Available to Tower Hamlets Only	Available to City and Hackney only
ELFT services (TH &C&H)	22	19	1	2

Services commissioned for specific PCTs

C&H only	Tower Hamlets Only
Intermediate Care Services	Arts Therapies (Tower Hamlets)
City & Hackney Therapeutic Community & Outreach Service (TCOS) AT Unity House	

Other Mental Health Findings

All third sector mental health contracts commissioned by City and Hackney cover residents of the City and GP registered population. These are all for the duration of 1 year and on the Standard NHS Contract.

Obj 4. Contract Review Public Health

Methodology

In contrast with the Community Health and Mental Health Providers, there is no one or two main providers for Public Health Services, rather a variety of services are commissioned from a variety of providers. Through the work being done by City and Hackney Public Health to support the transition to receiving organisations as defined by the Health and Social Care act an extensive list of City & Hackney Public Health services had been identified (full list included 134 services). This list was narrowed down through removal of CHS and MH contracts which had been reviewed in other areas of this project and with the help of City of London Public Health to reflect only services that were relevant to City Residents. This left us with a list of 80 services for the contract Review.

The relevant contract managers for these services were contacted and asked to comment on access criteria for these contracts. For those services for which a response was received a summary of findings of the contract review are detailed below.

Results of contract Review

	Available to City Residents	Total Services Reviewed
Nutrition, Obesity and Physical Activity	4	5
Tobacco	3	3
Prevention & Early Presentation	0	3
Cancer Screening	2	6
Non Cancer Screening	1	2
Immunisation	0	4
Health Checks	1	2
Health Improvement	0	1
HIV	18	20
Sexual Health	4	5
Dental Health		
Promotion	2	3

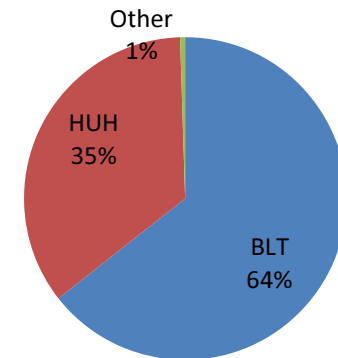
Comments on Public Health Contract Review

- **Nutrition & Obesity Services** are generally open to all City & Hackney Residents. The exception being the HJMT Breastfeeding service which is targeted at specific communities of the City & Hackney GP registered population
- **HIV, & Sexual Health** services are broadly open access, with all residents able to access a variety of providers.
- Services for **Cancer Screening** covered 3 Cancer Screening Programmes; Bowell, Cervical and Breast. It was noted that Cervical and Bowell Screening programmes were based on GP registration, whilst Breast screening was based on residency.
- Of the services included in the review, a total of 6 were directly contracted from GP Practices and therefore only available to patients registered with a C&H GP
- Several services were commissioned to support specific communities in City and Hackney and therefore were not viewed as relevant for City Residents. A small number of services were commissioned specifically to meet the needs of City Residents.

Obj 4. Contract Review Direct Access Diagnostics

The majority of diagnostic direct access services for City Residents are provided under the Standard NHS Contract by Acute Providers for the duration of 1 year, the main exception to this is the contract with InHealth who are an Independent sector provider commissioned specifically for their Direct Access Diagnostic services. For City and Hackney and Tower Hamlets PCTs the vast majority of services are commissioned from Barts and the London, Homerton (see table to the right). From the practice mapping exercise and discussions with contract managers we are aware that patients are also seen at UCLH for Direct Access Diagnostics, this however is not explicitly included in the contract documentation, due to historical issues with data recording. This is being discussed with the provider with a view to improved documentation in the 2013-14 contract.

Direct Access Diagnostic Activity for City and Hackney and Tower Hamlets PCTs by 2011-12 (Acute Providers only)



2012-13 Any Qualified Provider – Direct Access Diagnostics

In 2012-13 Direct Access Diagnostics are being targeted under Any Qualified Provider (AQP) for both City and Hackney and Tower Hamlets. The AQP programme is designed to improve quality and access in community health services through introducing competition and choice to patient services.

In 2012-13 City and Hackney and Tower Hamlets have opted to go to AQP for Direct Access Diagnostic Ultrasounds, with City and Hackney also opting for Direct Access Adult Hearing. Bids for AQP status are currently being reviewed by CSS and CCGs, with AQP contracts expected to be in place by the end of 2012.

Obj 5. Recommendations

Issue	Recommendation
<p>Operational Issues</p> <p>Given the geography of the City of London, residents access a number of services across PCT/CCG borders. For these services the operational relationships between the practices and providers are weak in comparison to more formally established pathways, leading to a clinical risk caused by lack of communication.</p> <p>The engagement with practices demonstrated 3 key areas of interest with this respect.</p> <ul style="list-style-type: none"> • Community Nursing Provided by the Homerton for Tower Hamlets Registered Patients • Maternity services for City of London Residents provided by Acute Trusts outside of the City (particularly UCLH). • Mental Health Community Mental Health Teams – for this service practice concerns related to the interaction between providers (CoL Provider and ELFT) rather than the interaction with the Practice. <p>It was noted that these operational issues often meant it was difficult for the City of London to hold accurate and up to date registers.</p>	<ul style="list-style-type: none"> - Service reviews of top 3 services for which there are operational issues. Discussions with practices suggested it would be beneficial to look at: <ul style="list-style-type: none"> • Community Nursing • Maternity • Community Mental Health Team (particularly interaction between ELFT and City of London Social Services) - Demand in contracting round that BLT and HUH create formal pathways for patients registered at the Spitalfields and Neaman Practice - Instruct HII to reconcile disease and birth registers (covering new births, diabetes, asthma etc). Discussion with health information will need to consider how this can be kept up to date.

Issue	Recommendations
<p>Data Quality Issues</p> <p>Whilst this was not an issue raised by practices, the provider mapping exercise raised concerns surrounding the availability of data to support the understanding of health needs and service use of City Residents. An issue polarised by the small population and cross borough nature of GP registration.</p>	<ul style="list-style-type: none"> - Continue work to improve the quality of CHS and Mental Health Data. - Make data quality a priority for Non NHS Contracts, potentially with the development of a minimum data set that facilitates understanding of numbers of City Residents using services. - Work up plan for GPs with City residents to record referrals using current information systems.

Issue	Recommendation
<p>Restricted access for City Residents</p> <p>Resident choice for some services appears to be restricted by GP registration. This can often mean that patients have to travel further to access services that are in the Centre of Hackney or Tower Hamlets.</p>	<ul style="list-style-type: none"> - Recommend that City residents with either practice can access full CHS services at both Homerton and Barts Health CHS.

Issue	Recommendation
<p>Need for local and relevant Public Health Services</p> <p>It is known that there areas of the City bordering Tower Hamlets for which the resident population is socio-economically very similar to the Tower Hamlets population. It is not clear however that these populations benefit from Tower Hamlets commissioned Public Health services that target this population.</p>	<ul style="list-style-type: none"> - Consider expanding Tower Hamlets Public Health programmes that focus on similar populations to residents in the City.